
TEST INFORMATION GUIDE

This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the **Rehabilitation Case Coordinator I** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

I. VERBAL SKILLS (12 Questions)

Both written and oral communication are skills necessary for success in this job. Employees write letters, participate in staff meetings, communicate with other agencies to gather information, and interact with clients. Exam questions are designed to determine your ability to use appropriate and effective language and communication techniques. Test question topics include:

- Appropriate use of grammar and syntax;
- Spelling and punctuation rules;
- Vocabulary commonly used in business communication.

II. NUMERICAL SKILLS (10 Questions)

Employees in this job must have the ability to perform mathematical computations. Employees must be able to accurately compute salary changes, calculate income and expenses, and perform basic calculations involving statistical information. Test question topics include:

- Basic mathematical computations including addition, subtraction, multiplication, division, fractions, percentages and decimals;
- Applied mathematical problem solving;
- Arithmetical reasoning.

III. OFFICE PRACTICES AND PROCEDURES (10 Questions)

Employees in this job must perform everyday office functions. These functions include maintaining files, processing forms and records and reviewing and updating files. Test question topics include:

- How to properly handle confidential information;
- Filing procedures;
- Telephone etiquette;
- Procedures of receiving and routing mail.

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IV. ELEMENTARY REPORT WRITING

(10 Questions)

Employees in this job must be able to create reports and other documents using proper formatting techniques. Some situations may require knowledge of appropriate business communication. Questions from this section of the exam test your ability to:

- Locate proper reference resources;
- Use citations and referencing information;
- Prioritize information for placement in reports;
- Make decisions involving report writing that conform to proper business etiquette.

V. INTERPERSONAL SKILLS

(12 Questions)

Employees in this job must be able to communicate and interact with the public as well as other employees. The questions in this exam section test your interpersonal relations skills using typical situations encountered on the job. Test question topics include methods to:

- Effectively respond to questions posed by the public;
- Promote a positive relationship with a supervisor and coworkers;
- Promote a favorable impression of the agency and state employees among the general public;
- Handle individuals who are upset or hostile.

VI. READING COMPREHENSION SKILLS

(12 Questions)

The ability to accurately read and understand information is an important part of this job. The questions in this exam section test your ability to read and comprehend information by presenting passages to read and asking questions that require the interpretation of the information presented in the passage.